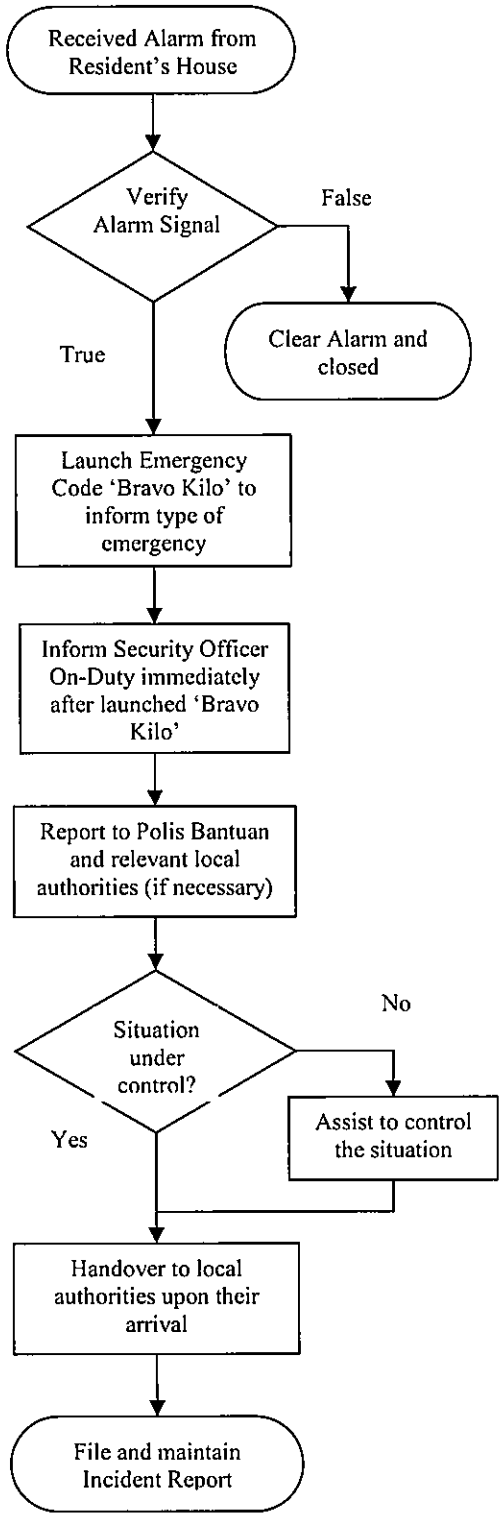
DOCUMENT NUMBER: SEMC-SECURITY-P02	EFFECTIVE DATE: 14.06.2018
TITLE: RESPOND TO PANIC ALARM	APPROVED BY:
REVISION NUMBER: 00	

OBJECTIVE	To establish a proper guidelines for Security Guards and Security Officer to respond to Panic Alarm trigger by residents.
SCOPE	The scope of the procedure include: 1) Response to Panic Alarm triggered by residents 2) Response to Panic Alarm triggered by Guard Houses / BES Tower
DEFINITION	CMS - Centralized Monitoring System
REFERENCE	NIL
RECORD	1) Log Book 2) Incident Report

DOCUMENT NUMBER: SEMC-SECURITY-P02	EFFECTIVE DATE: 14.06.2018
TITLE: RESPOND TO PANIC ALARM	APPROVED BY:
REVISION NUMBER: 00	

RESPONSIBILITY	PROCESS FLOW	DETAILS

1) Respond to House Alarm System (CMS)


Security Guard (Control Room)
Received Alarm from Resident's House
Security Guard (Control Room)
Verify Alarm Signal
False
Security Guard (Control Room)
Clear Alarm and closed
True
Security Guard (Control Room)
Launch Emergency Code 'Bravo Kilo' to inform type of emergency
Security Guard
Inform Security Officer On-Duty immediately after launched 'Bravo Kilo'
Security Officer
Report to Polis Bantuan and relevant local authorities (if necessary)
Security Officer
Situation under control?
No
Security Officer
Yes
Assist to control the situation
Security Officer
Handover to local authorities upon their arrival
File and maintain Incident Report

Verification within 3 minutes by:
1. Intercom
2. Guard verify at house

Guard received "Bravo Kilo" to respond at site with equipment within 3 minutes:
1. Rattan
2. Baton
3. Torch Light
4. Fire Fighting Equipment

Report to Local Authorities within 5 minutes after incident verified that assistance is required from :
1. Polis Bantuan Setia (03-33625577)
2. Setia Alam Police Station (03-33422222)
3. Fire & Rescue - Bomba (999)
4. JPAM (991)
5. Ambulance (999)

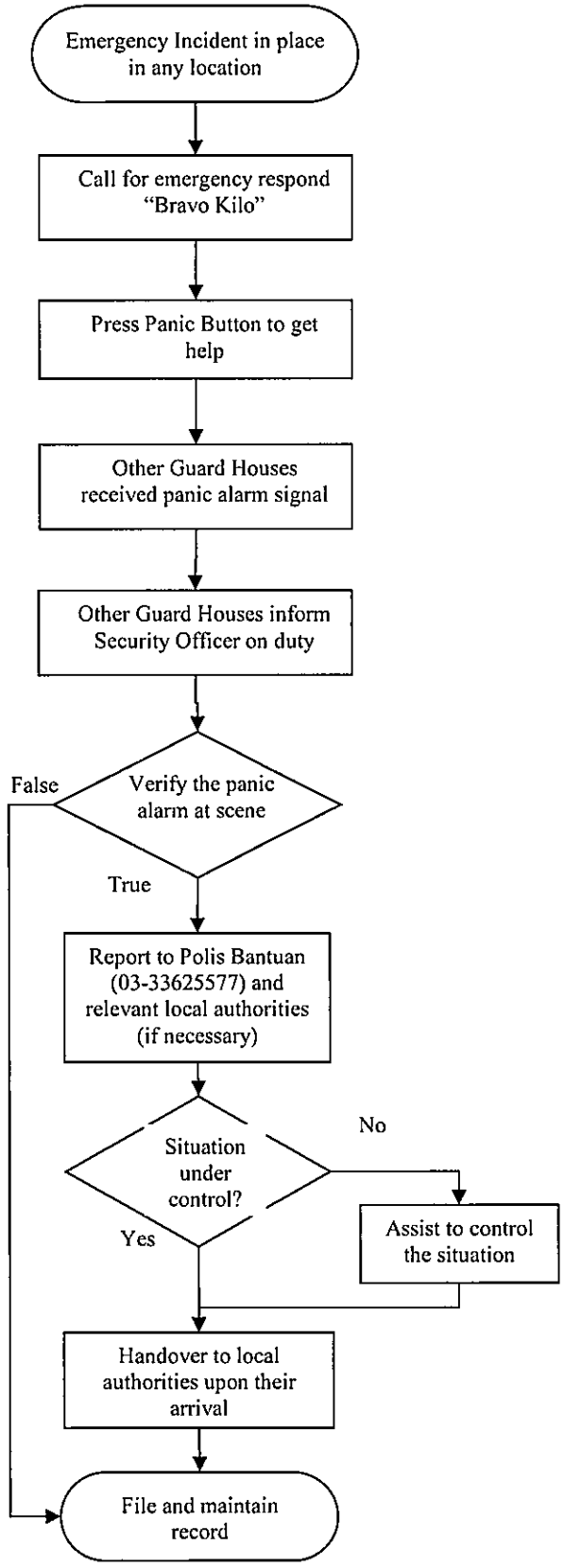
Provide necessary assistance required by local authorities after reported and before the arrival of authorities.

Security Officer to notify Management on the incident within 10 minutes.

To prepare incident report within 24 hours.
To lodge police report within 24 hours (if required).

DOCUMENT NUMBER: SEMC-SECURITY-P02	EFFECTIVE DATE: 14.06.2018
TITLE: RESPOND TO PANIC ALARM	APPROVED BY:
REVISION NUMBER: 00	

2) Respond to Integrated Panic Alarm Triggered by Guard Houses / BES Tower



Type of emergency:
1. Guard House being attacked
2. Fire / Explosion
3. Intrusion
4. Fighting
5. Major Vehicle Accident
6. Any other incident that require other guard house to support

Call for "Bravo Kilo" within 3 minutes for guard house only except BES Tower

Total 5 stations in Eco Park with Panic Button linked to each other:
1. BES Tower
2. Duta 1 Guard House
3. Duta 2 Guard House
4. Tropika 1 Guard House
5. Tropika 2 Guard House

Respective Security Officer will delegate task to supportive SO.

Report to Local Authorities within 5 minutes after incident verified that assistance is required from :
1. Polis Bantuan Setia (03-33625577)
2. Setia Alam Police Station (03-33422222)
3. Fire & Rescue - Bomba (999)
4. JPAM (991)
5. Ambulance (999)

Provide necessary assistance required by local authorities after reported and before the arrival of authorities.

Security Officer to notify Management on the incident within 10 minutes.

To prepare incident report within 24 hours.
To lodge police report within 24 hours (if required).